



Food Vendor Program for Designated Business Districts Policies and Procedures



Introduction

The City of Norfolk shall administer a program to receive, review and approve permit applications for mobile food vendors that desire to vend in designated business districts. This policy sets out guidelines for the permitting process for vending on the six (6) downtown food truck/trailers and the eight (8) downtown pushcart designated public vending sites specific to this program. This policy does not cover participation in Special Events. To participate in Special Events, all vendors must comply with the additional rules and regulations laid forth in the [City's Special Event Application](#).

I: Designated Vending Sites

- A. The following are the six (6) designated public vending sites as approved by City Council for mobile food trucks/trailers:

- 700 block of Granby Street 2 metered spaces
 - 100 block of E. Freemason Street 2 metered spaces*
 - 300 block of Plume Street 1 metered space
 - 100 block of Bank Street 1 metered space
- *1 space moves to 100 block of W. Freemason when area is re-opened following construction*

- B. The following are the eight (8) designated public vending sites approved for pushcarts. Three (3) pushcart sites (denoted with an * below) are designated for existing vendors who are grandfathered into the program because they existed before the new policy. The City will draw five (5) numbers from the lottery container for pushcarts on the sidewalks for the following public vending sites:

- Plume Street Fountain Park: 1 space
- Plume Street Fountain Park: 1 space*
- 600 block of Granby (west side): 1 space
- 100 block of W. Main (World Trade Center): 1 space*
- 100 College Place (near TCC square): 1 space
- E. Main Street and St. Pauls Blvd. (SE corner): 1 space
- 100 St. Pauls Blvd. (north of Plume Street): 1 space*
- 150 block of Bank Street (at MacArthur Square) 1 space

- C. The entire operation of a food truck/ trailer must fit in the spaces designated as Food Vendor Parking. Vehicles that do not fit within the designated spaces will not be permitted to operate

in the program. Pushcarts must be situated within the boundaries of the designated sidewalk location and shall not exceed 4'x7'.

- D. Each food truck/trailer site shall not be within 10 feet of an intersection, crosswalk, driveway, bus stop, taxi stand or handicapped parking space, will not be situated in any part of a designated loading zone or fire lane, and will be at least 150 feet from privately owned/leased restaurants. Each sidewalk location will not be within 10 feet of an intersection, crosswalk, driveway, bus stop or taxi stand and will not be located on any sidewalk less than nine (9) feet in width. Each sidewalk location will be at least 25 feet from privately owned/leased restaurants.
- E. Specific meters assigned to vendors will be recorded and marked by bags and signs affixed to each assigned meter indicating "Food Vendor Parking Only." The push cart pavement areas will be marked with a white thermoplastic stamp of the food vendor logo. The permit issued will contain a unique vendor number for all vendors in the program and a specific location for pushcarts. Permit must be displayed on windshield or pushcart during vending operations.
- F. The City may adjust these sites in cases of construction or extraordinary circumstances.
- G. The City may consider additional locations based on demand and impact.

III. Vending Permit Application Process

- A. Once selected through the lottery system, vendors must complete the Food Vendor Permit Application online at www.norfolk.gov or in person at the Department of General Services, Division of Parking at 222 E. Main St., from 8 a.m. to 5 p.m. The City will verify all permits have been obtained prior to issuing a vending permit/decal to the selected vendor.
- B. Required permits and licenses include a Norfolk Business License from the Commissioner of Revenue, a Health and Fire Permit from the Norfolk Department of Health and the Norfolk Department of Fire and a Vendor Permit from the Norfolk Department of General Services, Division of Parking for food trucks/trailers and from Department of Public Works, Right of Way, for pushcarts.
- C. The mobile food operations must submit all required documents, pass all physical inspections, provide payment and hold a permit decal to participate in the program.
- D. Vendor applications will be accepted for a specified time frame and must be completed online or delivered to the Department of General Services, Division of Parking during normal business hours. Vending will commence no later than 45 days from acceptance into the program.
- E. Staff will review applications for completion and no application will be accepted unless deemed complete.

IV. Program Fees

- A. All vendors must submit the appropriate program fee as outlined below.
- B. The parking permit fee is \$750 annually for each selected vendor at each designated public space and is applicable to seasons (Spring to Fall seasons if less than 1 year (i.e., 2 seasons = \$500, 3 = \$750). Vendors have the ability to remove themselves from the Program at a minimum of \$250 fee annually. For the fiscal year 2013-14, the fee will be \$500 (for the summer and fall seasons).
- C. The Sidewalk Location permit fee is \$150 annually based on seasons (i.e., 2 seasons = \$100; 3 = \$150). Vendors have the ability to remove themselves from the Program at a minimum of \$50. For the fiscal year 2013-14, the fee will be \$100 (for the summer and fall seasons).
- D. The full annual program fee is due upon acceptance into the Downtown Food Vendor Program. If a vendor chooses to withdraw from the Program, any remaining balance beyond the minimum annual fee may be refunded. Vendors wishing to withdraw from the Program must provide a written notice to the Department of General Services, Division of Parking at least sixty (60) days in advance. Failure to provide a written notice at least sixty (60) days in advance will result in a forfeiture of the remaining balance of the annual fee.
- E. The business license fee is a flat fee and cannot be refunded. Meal tax bonds are refundable only if the participant goes out of business or moves their business out of the City of Norfolk. The meal tax bonds can be cash, surety or a letter of credit.

V. Rules and Regulations

- A. Allowable vehicles include enclosed trucks and trailers for parking spaces in which service is provided to customers through the side of the vehicle at the sidewalk only. Canteen trucks that require or encourage standing in the street or behind the vehicle are not allowed.
- B. Mobile food vendors are required to maintain minimum standards for continued participation in the program. Standards include, but are not limited to, the following:
 - Floors, walls, ceilings and food contact surfaces must be easily cleanable (i.e. stainless steel, aluminum or other approved non-corrosive and non-rusting metal)
 - Surfaces must be waterproof, smooth, readily cleanable, and resistant to dents and scratches
 - All outer openings must be screened and/or sealed when not operating
 - Serving areas on top of carts and truck serving windows may be made of whatever material is appropriate for food preparation: metal, tile, synthetic countertop, etc.)
 - There should be no structural defects (i.e. holes, openings, rust, seams or broken parts)
 - Business name should be affixed to the back or side of the operation and clearly visible to customers

- C. Trucks or trailers must be sized to fit into the parking spaces. Space dimensions are typically 8'X22'. Pushcarts must be situated within the boundaries of the designated sidewalk location and shall not exceed 4'x7'.
- D. Only one permitted vendor will be allowed to vend at each designated public space at any time.
- E. Vending at designated public spaces will be allowed at the times listed below. No vending operations shall take place outside the hours noted.

Sunday	8:00 am – 12:00 am
Monday-Thursday	6:00 am – 12:00 am
Friday	6:00 am – 2:00 am
Saturday	8:00 am – 2:00 am

- F. Participants will operate exclusively from the location and for the time periods designated through the Program as indicated in the rotation schedule for food trucks/trailers and in the push cart schedule. Spaces are regulated by the lunch meal time only which is designated from 10 a.m. to 3 p.m., Monday through Saturday (Sunday lunch is treated like other meal times and is open on a first come, first serve basis to participants in the Program). This timeframe includes an hour for set-up and an hour for breakdown with lunch being served from 11 a.m. to 2 p.m.
- G. Should the vendor be absent and no vending activity will occur on the site for more than six (6) consecutive days or four (4) or more weeks during any quarter, the vendor must provide written notice to the Department of General Services, Division of Parking. If vendor is absent for this time without notice, it could result in their suspension or exclusion from the Program.
- H. All sales must be made on the sidewalk directly from the licensed unit.
- I. Mobile food trucks/trailers must park in the same direction as traffic.
- J. If any area is closed for an emergency or other permitted activity, no vendors will be allowed to set up. Areas will be monitored for compliance and any violations could result in a permit being suspended or revoked. The Department of General Services, Division of Parking will notify participants in the Program of any planned special event that would close the area.
- K. The entire operation must be fully mobile. For trucks/trailers, coolers may not be placed on the ground, nor may tables and chairs be provided for customers. Generators must be attached to the mobile unit. A cooler and chair is acceptable for a pushcart operation.
- L. Fees are subject to change with City Manager approval.
- M. Prohibited Items:

- Radio or sound-amplifying devices;

- Flashing signs or signs that move or give the appearance of moving;
 - Sign, menu board, tables, chairs, waste receptacles or other objects in the roadway, sidewalk or ground;
 - The sale of merchandise or any other articles other than food;
 - Water, sewer, gas or electrical connections to a building.
 - Participants must ensure that no pollutants, including waste/grease, liquid wastes, gray water garbage/debris, and other materials are discharged to the City's storm drain system (including gutters, curbs, and storm drains).
- N. A waste receptacle shall be provided for the use of customers and shall be affixed or attached to the truck/trailer, pushcart or stand. Trash must be removed from the site by the vendor. Use of City waste receptacles is prohibited.
- O. Participants are required to pick up, remove and dispose of all garbage, refuse or litter consisting of foodstuffs, wrappers, and/or materials dispensed from the vending vehicle and any residue deposited on the street from the operation thereof, and otherwise maintain in a clean and debris-free condition the entire area within a 25-foot radius of the location where mobile food vending is occurring.
- P. The vendor shall secure and maintain a policy of automobile liability insurance coverage issued by a company authorized to do business in the Commonwealth in the amount of at least \$1,000,000 for injury to or death of any person or persons in any one incident and \$100,000 for property damage, and the policy shall list the City of Norfolk as an additional insured.

VI. Revocation or Suspension

- A. The participant may be removed from the Program at the discretion of the City Manager in the event that: 1) the use of conditions under which the truck, trailer, or pushcart is being operated or maintained is detrimental to the public health, welfare or materially injurious to property or improvements in the vicinity; 2) the property is operated or maintained so as to constitute a nuisance; 3) the use is operated in violation of the conditions of the program; or 4) any other violation of applicable law.

VII. Renewal Process

- A. Vendor licenses expire on December 31 of each year with annual renewals subject to administrative review, modification (if necessary) and approval. Lotteries will be held each year in December.

VIII. Associated Fees

Potential Fees	Food Trucks/Trailers	Pushcarts
Annual Downtown Food Vendor Program Fee (per vendor)	\$750	\$150
Annual Fire Inspection Fee (per vehicle)	\$50	*\$50
Annual Health Permit Fee (per vehicle)	\$40	\$40
Annual Business License Fee (per vendor)	\$50	\$50
One-time Meal Tax Bond (per vendor)	\$500	\$500
Total	\$1,390	\$790

*Only applicable if the pushcart has propane or gas

IX. Program Compliance

I understand and will abide by these Policies and Procedures for Food Vendor Program for Designated Business Districts. I further understand that should I commit any violation of this policy, my participation in this program may be revoked.

Signature

Date